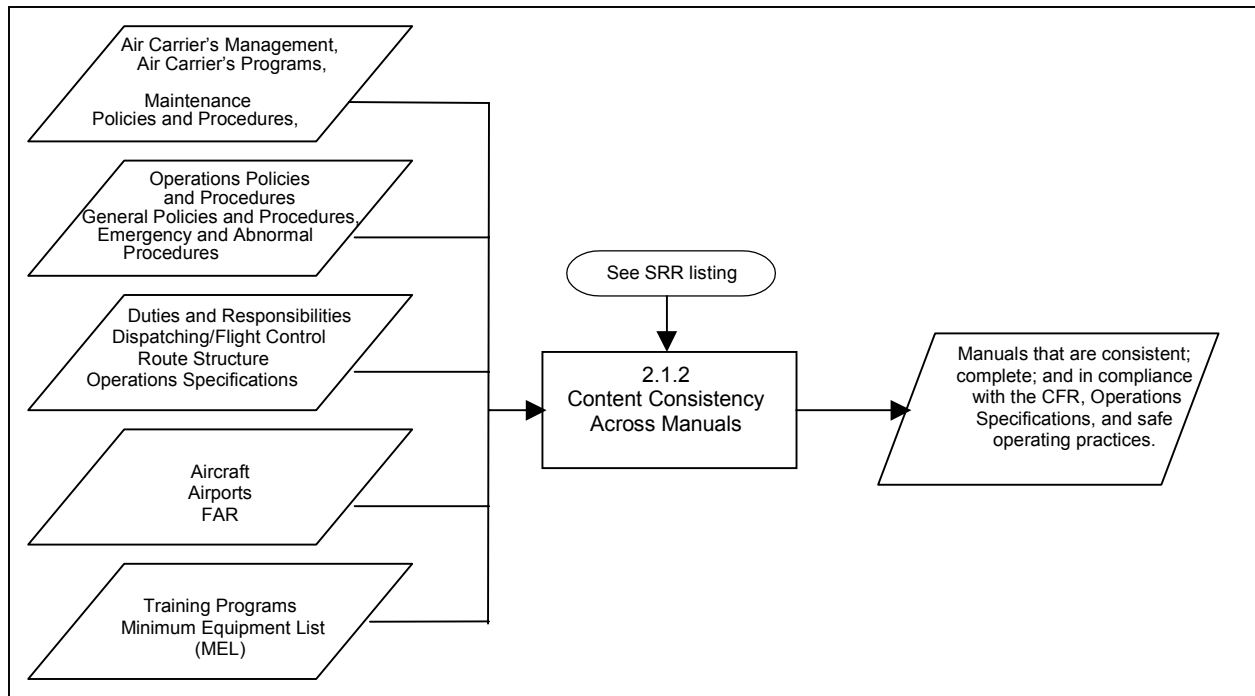


Safety Attribute Inspection (SAI) Job Aid



ELEMENT SUMMARY INFORMATION

Element: 2.1.2 Content Consistency Across Manuals

Purpose of this Element (Air Carrier's responsibility): To ensure that the manual content is consistent throughout the Manual System.

Objective (FAA responsibility): To determine if the air carrier's Content Consistency Across Manuals process includes safety attributes.

Inputs:

- Air Carrier's Management
- Air Carrier's Programs
- Maintenance Policies and Procedures
- Operations Policies and Procedures
- General Policies and Procedures
- Emergency and Abnormal Procedures
- Duties and Responsibilities
- Dispatching/Flight Control
- Route Structure
- Operations Specifications
- Aircraft

Safety Attribute Inspection (SAI) Job Aid

Inputs: (Continued)

- Airports
- CFR
- Training Programs
- Minimum Equipment List (MEL)

Outputs:

- Manuals that are consistent; complete; and in compliance with the CFR, Operations Specifications, and safe operating practices.

Performance Measures:

- No inconsistencies throughout the air carrier's manual system.
- Manuals contain complete information.
- Manuals contain all requisite information (e.g., CFR, safe operating practices, Operations Specifications).

Safety Attribute Inspection (SAI) Job Aid

SRR:

- 119.65 (e) Management personnel required for operations conducted under Part 121 of this chapter
- 121.135 (a-c) Manuals: Contents
- 121.141 (b) Airplane flight manual
- 121.369 (a, b) Manual requirements
- 121.198(f)
- 121.360 (b, c)

Other CFRs and/or FAA Guidance:

- FAA Order 8400.10, Volume 3, Chapter 15, Section 1, Paragraph 2083 Review of Manuals
- FAA Order 8400.10, Volume 3, Chapter 15, Section 1, Paragraph 2085 Format and Style of Manuals
- FAA Order 8400.10, Volume 3, Chapter 15, Section 2, Acceptance and Approval of Manuals
- FAA Order 8400.10, Volume 3, Chapter 15, Section 6, Approval and Acceptance of Flight Attendant Manuals.
- FAA Order 8400.10, Volume 6, Chapter 2, Section 6, Paragraph 205 Procedures for Reviewing Operations Manuals,
- Preamble:
60 FR 65832 Conversion from 14 CFR 135 to 14 CFR 121 Operations.

Safety Attribute Inspection (SAI) Job Aid

SRR SPECIFIC INFORMATION

SRR	Intent	
119.65 (e)	To specify the management personnel information required to be in the manual.	Certification: Operations and Maintenance Surveillance: Operations and Maintenance
121.135 (a, b)	To specify the manual's content, format, and restrictions.	Certification: Operations and Maintenance Surveillance: Operations and Maintenance
121.135 (c)	To require a copy of the manual to be located at the principal base of operations.	Certification: Operations and Maintenance Surveillance: Operations and Maintenance
121.141 (b)	To provide a method for an air carrier to utilize a company Aircraft Operating Manual (AOM) in lieu of an Airplane Flight Manual (AFM).	Certification: Operations and Maintenance Surveillance: Operations and Maintenance
121.369 (a)	To require that the organizational charts for maintenance, preventive maintenance, and alterations be in the manual.	Certification: Operations and Maintenance Surveillance: Operations and Maintenance
121.369 (b)	To require that the programs for maintenance, preventive maintenance, and alterations be in the manual.	Certification: Operations and Maintenance Surveillance: Operations and Maintenance
121.198 (f)	TBD	Certification: Airworthiness Surveillance: Airworthiness
121.360 (b, c)	TBD	Certification: Airworthiness Surveillance: Airworthiness

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 1 - RESPONSIBILITY ATTRIBUTE

Objective: To determine if the air carrier's Content Consistency Across Manuals process includes safety attributes.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who is responsible for the quality of the Content Consistency Across Manuals process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Content Consistency Across Manuals process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who is answerable for the quality of the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, provide the name: If no, explain:
2. Does the person understand the procedures associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Does the person understand the controls associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Does the person understand the interfaces associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Does the person understand the process measurements associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6. Is the responsibility of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7a. Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
9. Does the person acknowledge that he/she has responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
10. Does the person know who has authority to establish and modify the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 2 – AUTHORITY ATTRIBUTE

Objective: To determine if there is a clearly identifiable, qualified, and knowledgeable person with the authority to establish and modify the Content Consistency Across Manuals process.

To meet this objective, the inspector will accomplish the following tasks:

1. Identify the person who has the authority to establish or modify the Content Consistency Across Manuals process.
2. Review the description in the Manual that delineates the duties and responsibilities of the person.
3. Evaluate the person's qualifications and work experience (or resume', if appropriate).
4. Review the appropriate organizational chart.
5. Discuss the Content Consistency Across Manuals process with the person.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Is there a clearly identifiable person who has authority to establish and modify the air carrier's policies for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, provide the name: If no, explain:
2. Does the person understand the procedures associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Does the person understand the controls associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Does the person understand the interfaces associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Does the person understand the process measurements associated with the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
6. Is the authority of this position clearly documented in the air carrier's Manual(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7. Are the qualification standards for this position clearly documented?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
7a. Are the qualification standards for this position appropriate for the duties that are assigned?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
8. Does the person meet the qualification standards?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
9. Does the person acknowledge that he/she has authority for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
10. Does the individual know who has the responsibility for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
11. Are the procedures for delegation of authority clearly documented for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 3 – PROCEDURES ATTRIBUTE

Objective: To determine if the air carrier has documented procedures for accomplishing the Content Consistency Across Manuals process.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process to ensure that they contain who, what, where, when, and how.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI.
3. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the procedures.
4. Observe the Content Consistency Across Manuals process to gain an understanding of the procedures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Do written procedures exist to achieve the desired result of the Content Consistency Across Manuals process:

1.1 Do procedures exist to ensure consistency across all of the air carrier's manuals? [SRR 121.135 (a, b)]

☐ YES

If no, explain:

☐ NO

1.2 Do procedures exist to ensure that the names, addresses, and titles of management personnel are included in the manual? [SRR 119.65 (a)]

☐ YES

If no, explain:

☐ NO

1.3 Do procedures exist to ensure that manuals are easy to revise? [SRR 121.135 (a, b)]

☐ YES

If no, explain:

☐ NO

1.4 Do procedures exist to ensure that the content of manuals is not in conflict with FAR, Operations Specifications, or safe operating practices? [SRR 121.135 (a, b)]

☐ YES

If no, explain:

☐ NO

1.5 Do procedures exist to ensure that a copy of the manual is maintained at the principal base of operations? [SRR 121.135 (c)]

☐ YES

If no, explain:

☐ NO

1.6 Do procedures exist to ensure that each of the air carrier's airplanes has the limitations and performance sections of the AFM in an FAA-approved format on board during operations? [SRR 121.141 (b)]

☐ YES

If no, explain:

☐ NO

1.7 Do procedures exist to ensure that proposed manual revisions are coordinated among department heads?

☐ YES

If no, explain:

☐ NO

1.8 Do procedures exist to ensure accuracy of organizational charts for maintenance, preventive maintenance, and alterations in the air carrier's manual? [SRR 121.369 (a)]

☐ YES

If no, explain:

☐ NO

1.9 Do procedures exist to ensure the accuracy of programs for maintenance, preventive maintenance, and alterations in the air carrier's manual? [SRR 121.369 (b)]

☐ YES

If no, explain:

☐ NO

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 3 – PROCEDURES ATTRIBUTE

2. Do the procedures identify: who, what, where, when and how?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
3. Are the procedures in compliance with the CFR(s)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
4. Do the procedures conform to other written guidance (E.g., Operations Specifications, FAA Orders, Airworthiness Directives, Advisory Circulars, Handbook Bulletins, Directives, and Manufacturer's Recommendations)?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
5. Does the air carrier have the resources to support the written procedures for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
6. If alternate procedures exist for use during irregular conditions, do they achieve the same desired results as the primary procedures so that an equivalent level of safety is maintained? (E.g., a manual system used as a result of equipment failure).	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO <input type="checkbox"/> N/A, No alternate procedures exist for this element
7. Are the procedures published in different manuals relating to the Content Consistency Across Manuals process consistent?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO
8. Does the air carrier have a documented method for assessing the impacts of procedural changes to the Content Consistency Across Manuals process?	<input type="checkbox"/> YES If no, explain: <input type="checkbox"/> NO

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 4 – CONTROL ATTRIBUTE

Objective: To determine if checks and restraints are designed into the Content Consistency Across Manuals process to ensure a desired result is achieved.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process.
2. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this SAI
3. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the controls.
4. Observe the Content Consistency Across Manuals process to gain an understanding of the controls.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following checks and restraints built into the Content Consistency Across Manuals process:

1.1 Does the air carrier convert all manuals to an electronic format and use search engines to detect inconsistencies?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.2 Does the air carrier ensure that all manual revisions are coordinated through a central “clearinghouse” (e.g., Tech Library or Publications Department)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. Do the checks and restraints ensure the desired result is achieved for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Does the air carrier have a method for assessing the impacts of any changes made to checks and restraints in the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Does the air carrier have the resources to support the checks and restraints for the Content Consistency Across Manuals process?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 5 - PROCESS MEASUREMENT ATTRIBUTE

Objective: To determine if the air carrier measures and assesses its Content Consistency Across Manuals process, to identify and correct problems or potential problems.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process.
2. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the process measures.
3. Observe the Content Consistency Across Manuals process to gain an understanding of the process measures.

To meet this objective, the inspector will determine and record answers to the following questions:

1. <Deleted>

2. Does the air carrier's Content Consistency Across Manuals process include the following process measurements?

2.1 The air carrier's manual "clearinghouse" (e.g., Tech Library or Publications Department) records and analyzes instances of noncompliance or inconsistency, and provides feedback to the issuing department.

☐ YES

If no, explain:

☐ NO

3. Does the air carrier document their process measurement methods and results?

☐ YES

If no, explain:

☐ NO

4. Are the air carrier's process measurement methods effective?

☐ YES

If no, explain:

☐ NO

5. Does the air carrier use their process measurement results to improve their programs?

☐ YES

If no, explain:

☐ NO

6. Are the process measurement results accessible to the FAA?

☐ YES

If no, explain:

☐ NO

7. Does the organization that conducts the process measurement have direct access to the person with responsibility for the Content Consistency Across Manuals process?

☐ YES

If no, explain:

☐ NO

8. Does the air carrier have the resources to support the process measurement for the Content Consistency Across Manuals process?

☐ YES

If no, explain:

☐ NO

Safety Attribute Inspection (SAI) Job Aid

2.1.2 Content Consistency Across Manuals

SECTION 6 – INTERFACES ATTRIBUTE

Objective: To determine if the air carrier identifies and manages the interactions between the Content Consistency Across Manuals process and the other element processes within the air carrier organization.

To meet this objective, the inspector will accomplish the following tasks:

1. Review the documented instructions and information related to the Content Consistency Across Manuals process.
2. Discuss the Content Consistency Across Manuals process with appropriate personnel to gain an understanding of the interfaces.
3. Observe the Content Consistency Across Manuals process to gain an understanding of the interfaces.

To meet this objective, the inspector will determine and record answers to the following questions:

1. Are the following interfaces identified for the Content Consistency Across Manuals process:

1.1 Aircraft Configuration Control (System 1.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.2 Manuals (System 2.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.3 Flight Operations (System 3.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.4 Personnel Training and Qualifications (System 4.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.5 Route Structures (System 5.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.6 Airman and Crewmember Flight, Rest, and Duty Time (System 6.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
1.7 Technical Administration (System 7.0)	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. List any additional interfaces identified:		
3. Are there written procedures for the use of air carrier personnel in the application of these interfaces?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Are there controls to ensure that interfaces occur?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
5. Are the interfaces between the Content Consistency Across Manuals process and other processes treated consistently in the Manual(s)?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain: